# Enterprise Configuration Management Implementation (ECMI)
# Summary of Project-Based CM Reviews
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## August 7, 2002

# Project-based Configuration Management (CM) Reviews Approach

*"ECM Team works with CM Leads to build Project CM Capability"*

- 9 Key CM Practices were identified (based on the SEI CMM and Incorporated into the SLC)

- Key CM Practices were grouped into 3 cumulative levels of increasing CM Capability

- Identify projects to review – software development projects in Vision or Definition Phase benefit the most

- Goal is to reach Comprehensive CM Capability in 3-4 CM review/ coaching sessions held with Project CM Lead at approximately 1 month intervals.

| CM Capability Level | Key CM Practices |
|---|---|
| **Comprehensive CM Capability** | 9.) Conduct internal CM audits<br>8.) Maintain a CM Library<br>7.) Follow documented change management processes & procedures |
| **Progressing CM Capability** | 6.) Document CCG processes & procedures<br>5.) Define & communicate version control standards<br>4.) Create a CM Plan |
| **Basic CM Capability** | 3.) Designate a Change Control Group (CCG)<br>2.) Create a Configuration Item Index (CII)<br>1.) Designate a CM Lead |

Increasing CM Capability

# Summary of Project-based CM Reviews Results

*"As of July 31, ECM is actively supporting 10 Modernization Development Projects"*

## Quantitative Results

| | |
|---|---|
| 10 | Projects supported |
| 28 | Total CM Reviews conducted (three in July) |
| 4 | Comprehensive ratings |
| 4 | Progressing ratings |
| 2 | No rating |

## Qualitative Results

- CM Mentoring & Support (Community of Practice) Kickoff Conducted 7/24/02 (see following pages)

- NSLDS achieves Comprehensive rating

| Project Name | Kick-off Meeting | Initial Review/ Coaching Meeting | Follow-up Review/ Coaching Meeting | Current CM Capability Level |
|---|---|---|---|---|
| E-Audits | Green – 1/14 | Green – 2/15 | Green - 3/18 | Comprehensive |
| ECB | Green – 1/22 Comprehensive Capability Verified at Initial Meeting | Green – 1/22 | Green – 1/22 | Comprehensive |
| FP Portals Roll-out | Green – 1/29 | Green 4/25 | Green – 5/31, 7/16 | Progressing |
| FP Data-Mart | Green – 2/6 | Yellow – Delayed by CM Lead Transition | TBD | No rating |
| FMS Phase IV | Green – 2/7 | Green – 3/20 | Green – 5/29 | Comprehensive |
| ITA Release 3 | Green – 2/21 | Green – 4/24 | Green – 5/23, 6/28 | Progressing |
| CRM4FSA | Green – 3/7 | Green – 5/15 | Green – 6/26 | Progressing |
| EAI – Release 3 | Green – 3/14 | Green – 5/22 | Green – 6/26, 7/31 | Progressing |
| NSLDS | Green – 4/17 | Green – 5/29 | Green – 7/24 | Comprehensive |
| Rational Support | Green – 3/13 | Yellow – Delayed by Production Activity | TBD | No Rating |

# CM Mentoring & Support Kick-Off Meeting
## Held July 24, 2002

**As part of the Project-based CM Review activities, the ECM Team has organized a Mentoring & Support Program for CM Leads at the FSA Mod Partner.**

Six CM Resources attended the Kick-off Meeting July 24, 2002

The Kick-off introduced the CM Leads to the Mentoring & Support Program which aims to:

- Continue the process of conducting project-based CM reviews

- Promote CM knowledge sharing, especially of FSA-specific CM knowledge, across Modernization Projects

- Provide a forum for discussion and learning of CM topics

The following slides provide highlights of the M&S Kick-off Meeting Presentation

# CM Mentoring & Support Overview

**Challenge: Create a sustainable CM Community of Practice at Mod Partner to share CM Knowledge Capital**

## 12 CM Resources Identified

**Objectives:**

• Facilitate sharing of CM Knowledge Capital among CM Project Leads of various experience levels through Mentoring & Support program

• Organize periodic CM Community of Practice meetings to promote learning about CM and mentoring among CM Leads

• Make CM review/coaching effort sustainable and on-going, requiring only minimum oversight by ECM team (or PMO)

| Project Team | CM Resource |
|---|---|
| eAudit | Seth Sinclair, Maja Dragnic |
| Portal Roll-Out Plan | Brent Urcheck, Erick Middleton |
| FP Data Mart Release 2 & 3 | TBD |
| eCampus Based | Jason Patton, Steve Jarboe |
| FMS Phase IV | Steve Kuhl |
| ITA Release 3 | Will Brownlow |
| Consistent Answers for Customers | Brad Holden |
| EAI Implementation/EAI Release 3 | Bon Ku |
| NSLDS | Randy Zagorin |
| Rational Support | Jay Niemczyk |

# CM Mentoring & Support
# Benefits of CM Reviews
## Adds Value for FSA, TO Managers/CM Leads and Mod Partner

**FSA**

- Deliver a better product through the use of standard, repeatable CM processes based on the SLC across FSA Software development projects

- Develop robust project-level CM capabilities to provide a sound foundation for deployment of the ECM Process and Change Management Tool

**CM Lead/ TO Manager**

- Reduce risk of errors/failure by protecting the integrity of work products critical to the success of the project – (*This is the essence of Configuration Management!*)

- Reduce duplication of CM efforts through integration and cooperation with FSA IV&V and Accenture QPI

- Shorten the learning curve for CM Leads by providing a support group of CM Resources

**Mod Partner**

- Accumulate, share and transfer CM knowledge capital

- Develop a standard and repeatable CM review process for ongoing use

# How Does CM Mentoring & Support Work?

**Knowledge Capital Transfer – occurs at three levels**
- Within the project – CM Lead trains team members
- *Within the Program (Mod Partner) – across projects*
- Across programs in the Federal Client Group and the Government Operating Unit

**Expectation of Mentoring & Support program**
Collaborate with other CM Leads to improve overall CM capability at Mod Partner.
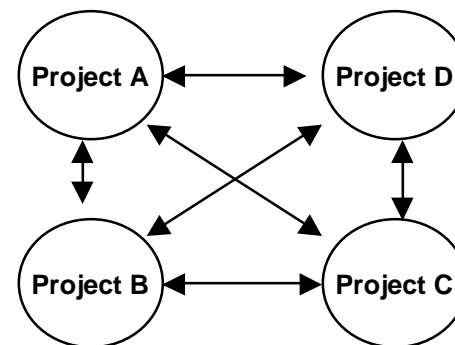
**Features of Mentoring & Support**
- Periodic meetings to present a CM topic and discuss concerns
- Be available to answer questions from other CM Leads
- Prepare and ask CM questions of your colleagues

## CM Review Model



ECM

Project A  Project B  Project C  Project D

## CM Mentoring & Support Model
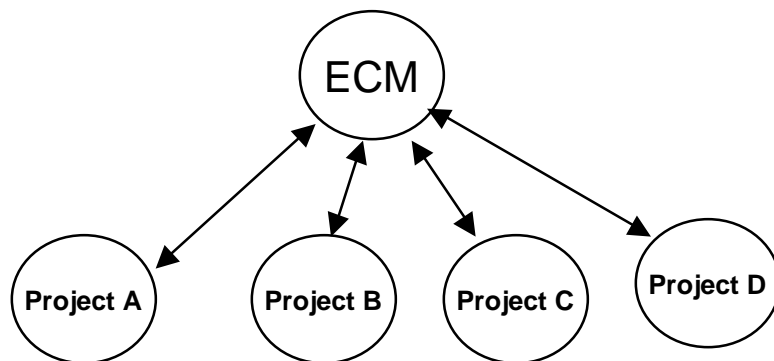


Project A  Project D

Project B  Project C

# CM Mentoring & Support
## Vision for CM at Mod Partner

**Objectives:**

• Create a shared workspace (e-project) for CM Resources to facilitate the exchange of CM knowledge by sharing CM applied best practices such as processes, templates and samples, given the capability to post and download documents

• Enable CM Leads/TO Managers new to the program to find everything needed for CM at Mod Partner in one place – "CM in a Box"

• Increase the number of CM Leads trained – create an easy and effective CM training program

• Decrease the time needed to create and implement CM Plan

• Make CM an integral part of project planning from the SLC Vision phase